Corporate Account Administration User Manual

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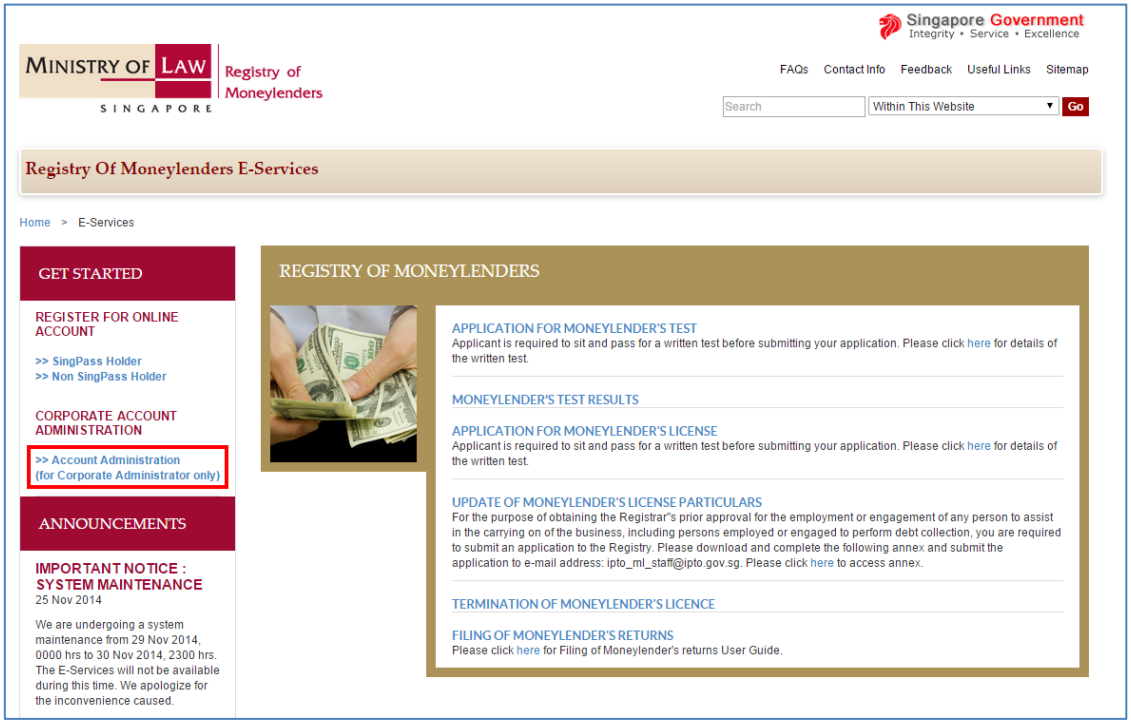
1 Corporate Account Administration – For Administrators

1.1 Manage Organization Users

Step 1: Click the highlighted link "Account Administration (for Corporate Administrators Only)" displayed in Figure 1 below.

Figure 1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GET STARTED
REGISTER FOR ONLINE ACCOUNT
>> SingPass Holder
>> Non SingPass Holder
CORPORATE ACCOUNT ADMINISTRATION
>> Account Administration (for Corporate Administrator only)
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IMPORTANT NOTICE : SYSTEM MAINTENANCE
25 Nov 2014
We are undergoing a system maintenance from 29 Nov 2014, 0000 hrs to 30 Nov 2014, 2300 hrs. The E-Services will not be available during this time. We apologize for the inconvenience caused.
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APPLICATION FOR MONEYLENDER'S TEST
Applicant is required to sit and pass for a written test before submitting your application. Please click here for details of the written test.
MONEYLENDER'S TEST RESULTS
APPLICATION FOR MONEYLENDER'S LICENSE
Applicant is required to sit and pass for a written test before submitting your application. Please click here for details of the written test.
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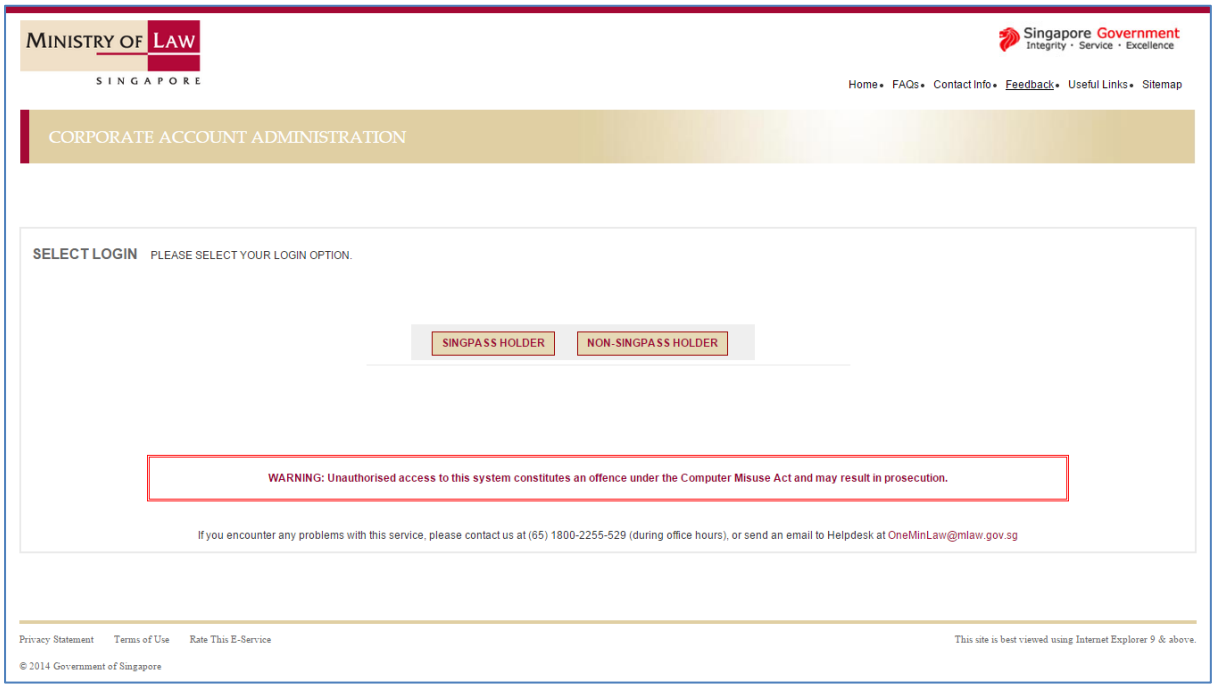
For the purpose of obtaining the Registrar"s prior approval for the employment or engagement of any person to assist in the carrying on of the business, including persons employed or engaged to perform debt collection, you are required to submit an application to the Registry. Please download and complete the following annex and submit the application to e-mail address: ipto_ml_staff@ipto.gov.sg. Please click here to access annex.
TERMINATION OF MONEYLENDER'S LICENCE
FILING OF MONEYLENDER'S RETURNS
Please click here for Filing of Moneylender's returns User Guide.

Step 2: Choose the login type and enter the UserID and Password to login.

Figure 2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SELECT LOGIN PLEASE SELECT YOUR LOGIN OPTION.
SINGPASS HOLDER
NON-SINGPASS HOLDER
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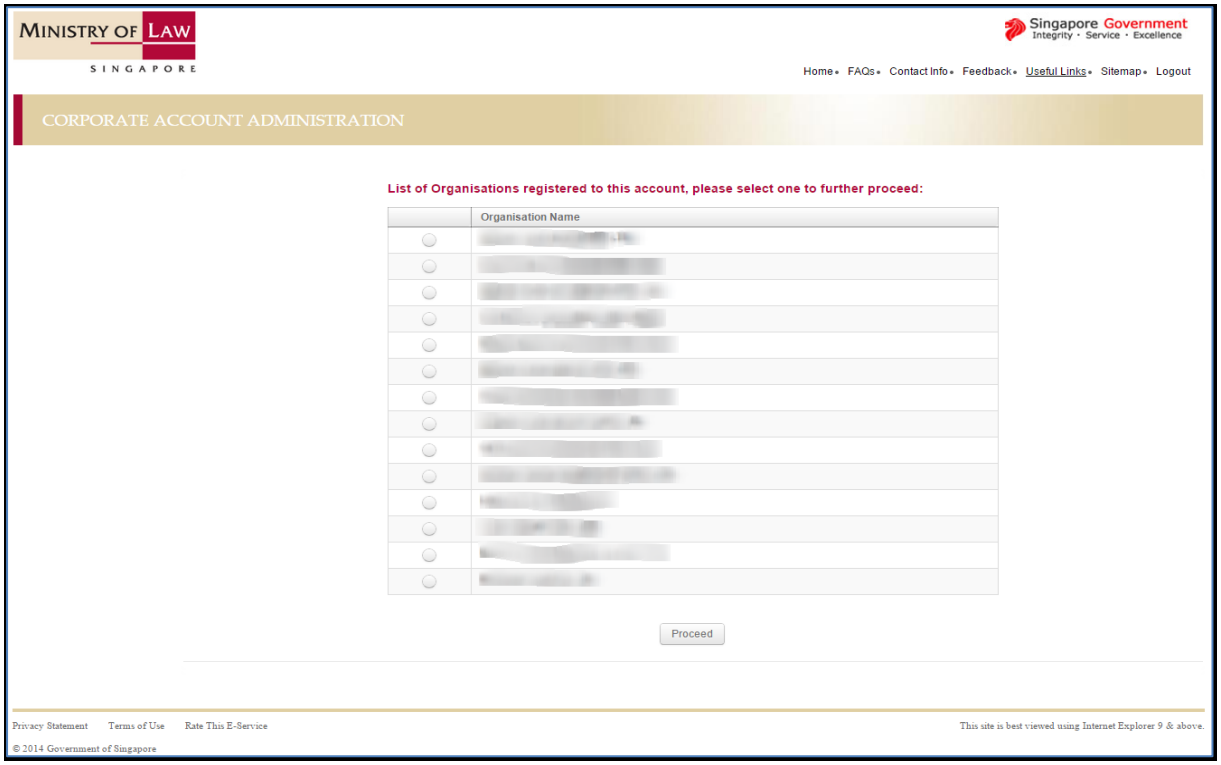
Step 3: The user will be presented with the below page (Figure 3) if his/her account is registered to multiple organizations. To continue, select the Organization and click the "Proceed" button

Note: The user will be automatically redirected to the main page (Figure 4) if his/her account is only registered to one organization.

Figure 3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CORPORATE ACCOUNT ADMINISTRATION
List of Organisations registered to this account, please select one to further proceed:
Organisation Name
Proceed
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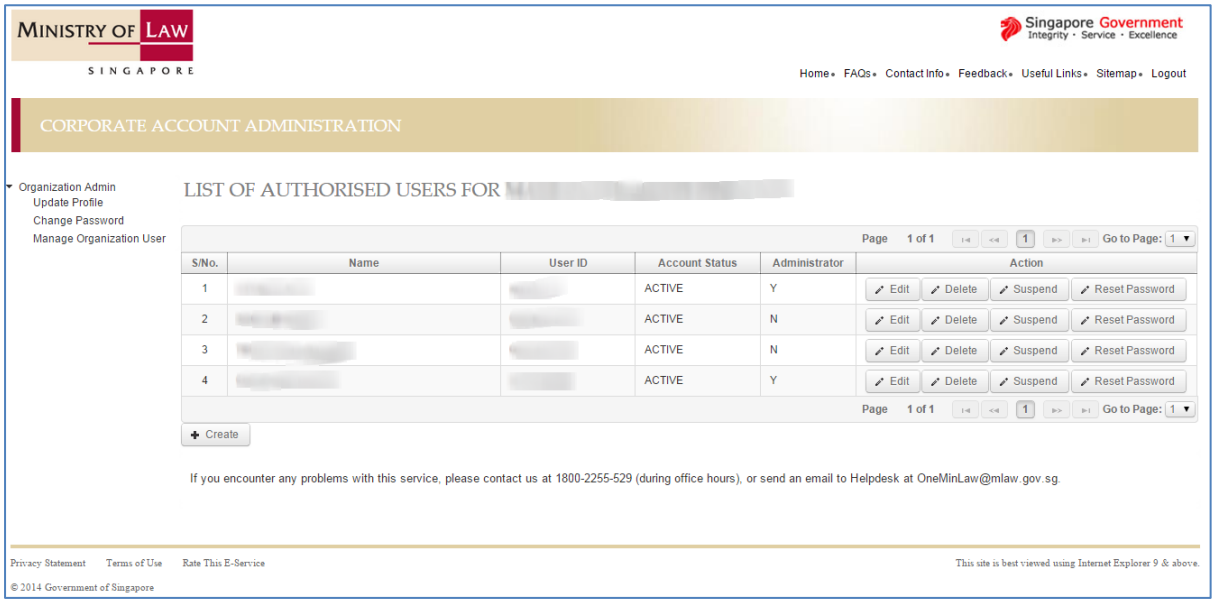
Step 4: Figure 4 shows the list of user accounts created for the organization

Figure 4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CORPORATE ACCOUNT ADMINISTRATION
Organization Admin
Update Profile
Change Password
Manage Organization User
LIST OF AUTHORISED USERS FOR
Page 1 of 1 Go to Page: 1
S/No. Name User ID Account Status Administrator Action
1 ACTIVE Y Edit Delete Suspend Reset Password
2 ACTIVE N Edit Delete Suspend Reset Password
3 ACTIVE N Edit Delete Suspend Reset Password
4 ACTIVE Y Edit Delete Suspend Reset Password
Page 1 of 1 Go to Page: 1
Create
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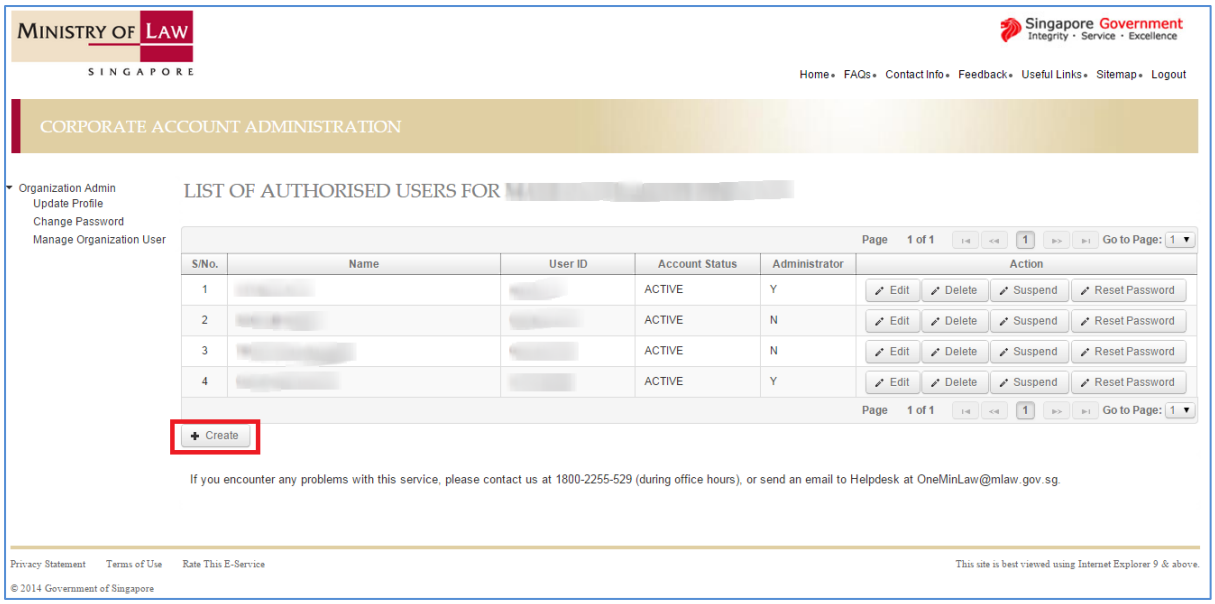
1.1.1 Create New User Account

Step 1: Click the "Create" button as highlighted in the image below to create new Account for new user.

Figure 1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Organization Admin
Update Profile
Change Password
Manage Organization User
LIST OF AUTHORISED USERS FOR
Page 1 of 1 Go to Page: 1
S/No. Name User ID Account Status Administrator Action
1 ACTIVE Y Edit Delete Suspend Reset Password
2 ACTIVE N Edit Delete Suspend Reset Password
3 ACTIVE N Edit Delete Suspend Reset Password
4 ACTIVE Y Edit Delete Suspend Reset Password
Page 1 of 1 Go to Page: 1
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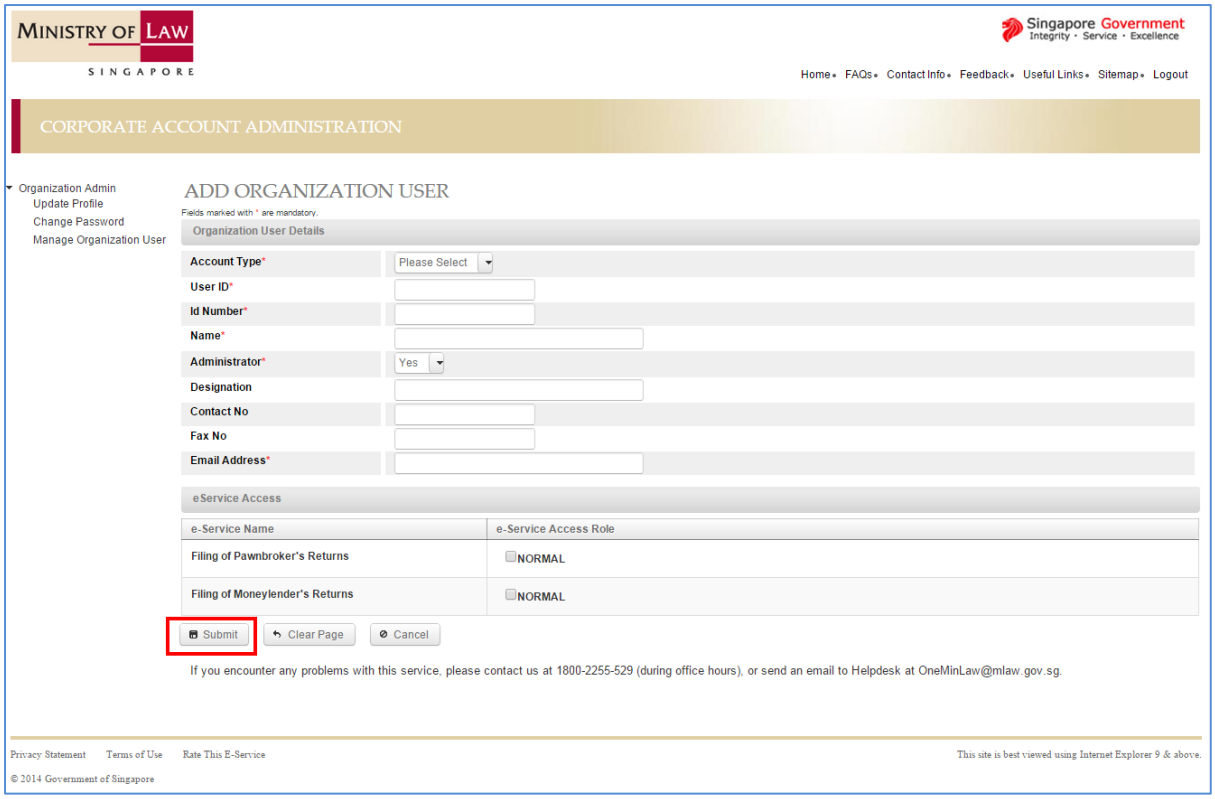
Step 2: Enter the new user's details and click "Submit" button to proceed (highlighted in Figure 2)

Note: an email notifiying the new user of the account creation will be sent to the email address specified in the "Email Address" text box. Please ensure the email address is a valid email.

*Note 2: Fields marked with * are mandatory.*

Figure 2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CORPORATE ACCOUNT ADMINISTRATION
Organization Admin
Update Profile
Change Password
Manage Organization User
ADD ORGANIZATION USER
Fields marked with * are mandatory.
Organization User Details
Account Type* Please Select
User ID*
Id Number*
Name*
Administrator* Yes
Designation
Contact No
Fax No
Email Address*
eService Access
e-Service Name e-Service Access Role
Filing of Pawnbroker's Returns NORMAL
Filing of Moneylender's Returns NORMAL
Submit Clear Page Cancel
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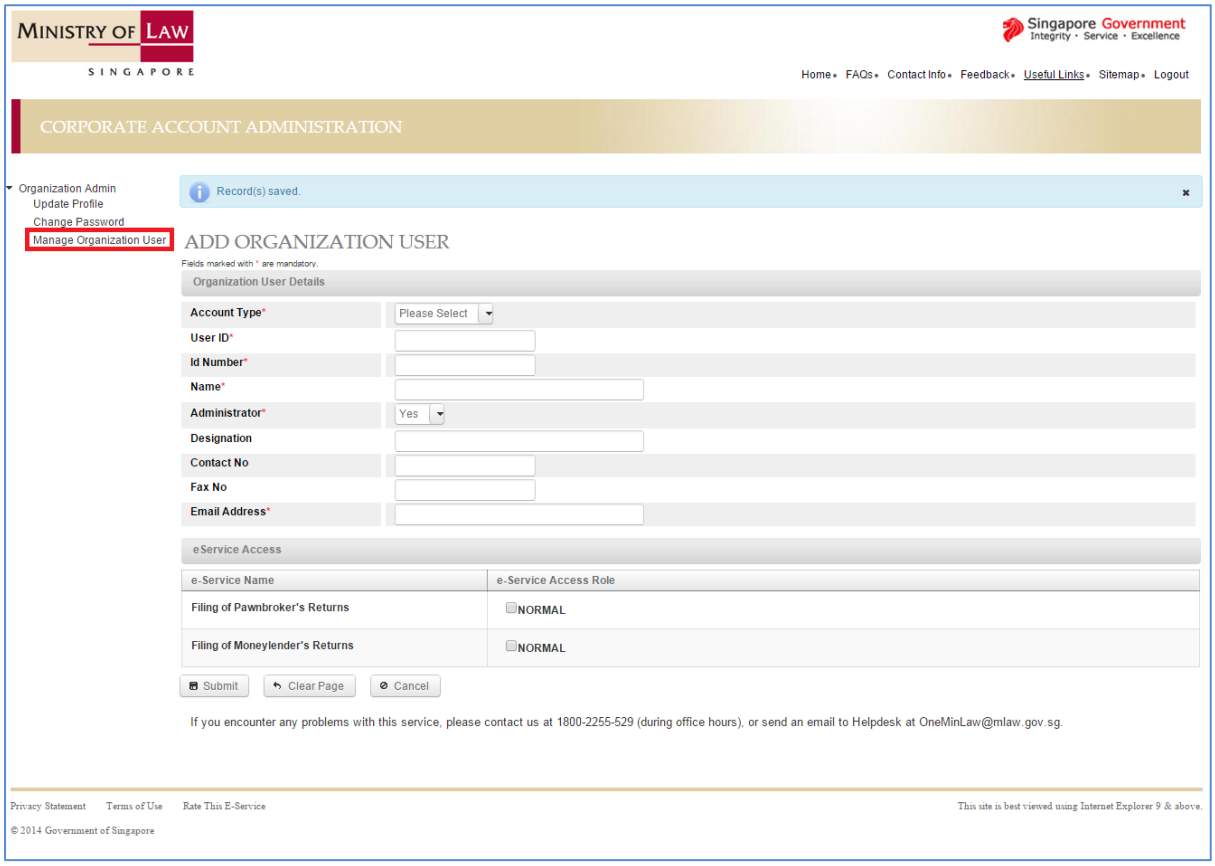
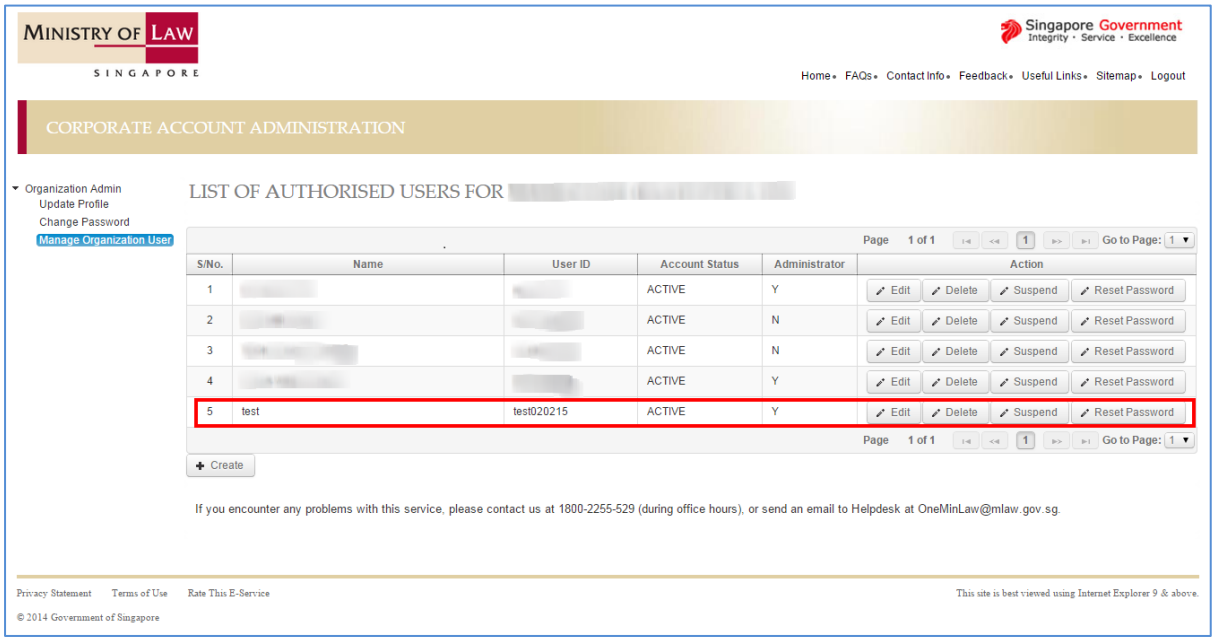
Step 3: Click "Manage Organization User" link to go back to the list of user accounts (highlighted in Figure 3)

Figure 3



Step 4: The newly created User Account can be seen in the "Manage Organization User" page (refer to Figure 4 below)

Figure 4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Update Profile
Change Password
Manage Organization User
LIST OF AUTHORISED USERS FOR
Page 1 of 1
Go to Page:
S/No.
Name
User ID
Account Status
Administrator
Action
1 ACTIVE Y Edit Delete Suspend Reset Password
2 ACTIVE N Edit Delete Suspend Reset Password
3 ACTIVE N Edit Delete Suspend Reset Password
4 ACTIVE Y Edit Delete Suspend Reset Password
5 test test020215 ACTIVE Y Edit Delete Suspend Reset Password
Page 1 of 1
Go to Page:
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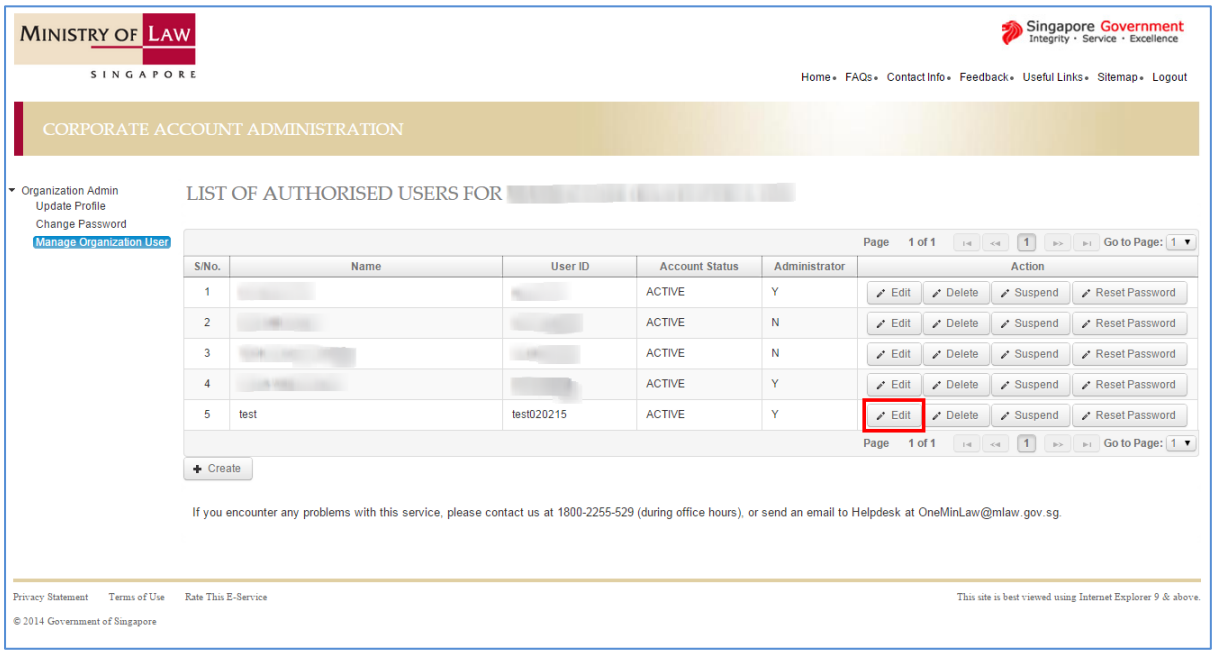
1.1.2 Edit User Account Details

Step 1: Click the "Edit" button as highlighted in the image below.

Figure 1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LIST OF AUTHORISED USERS FOR
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S/No. Name User ID Account Status Administrator Action
1 ACTIVE Y Edit Delete Suspend Reset Password
2 ACTIVE N Edit Delete Suspend Reset Password
3 ACTIVE N Edit Delete Suspend Reset Password
4 ACTIVE Y Edit Delete Suspend Reset Password
5 test test020215 ACTIVE Y Edit Delete Suspend Reset Password
Page 1 of 1 Go to Page: 1
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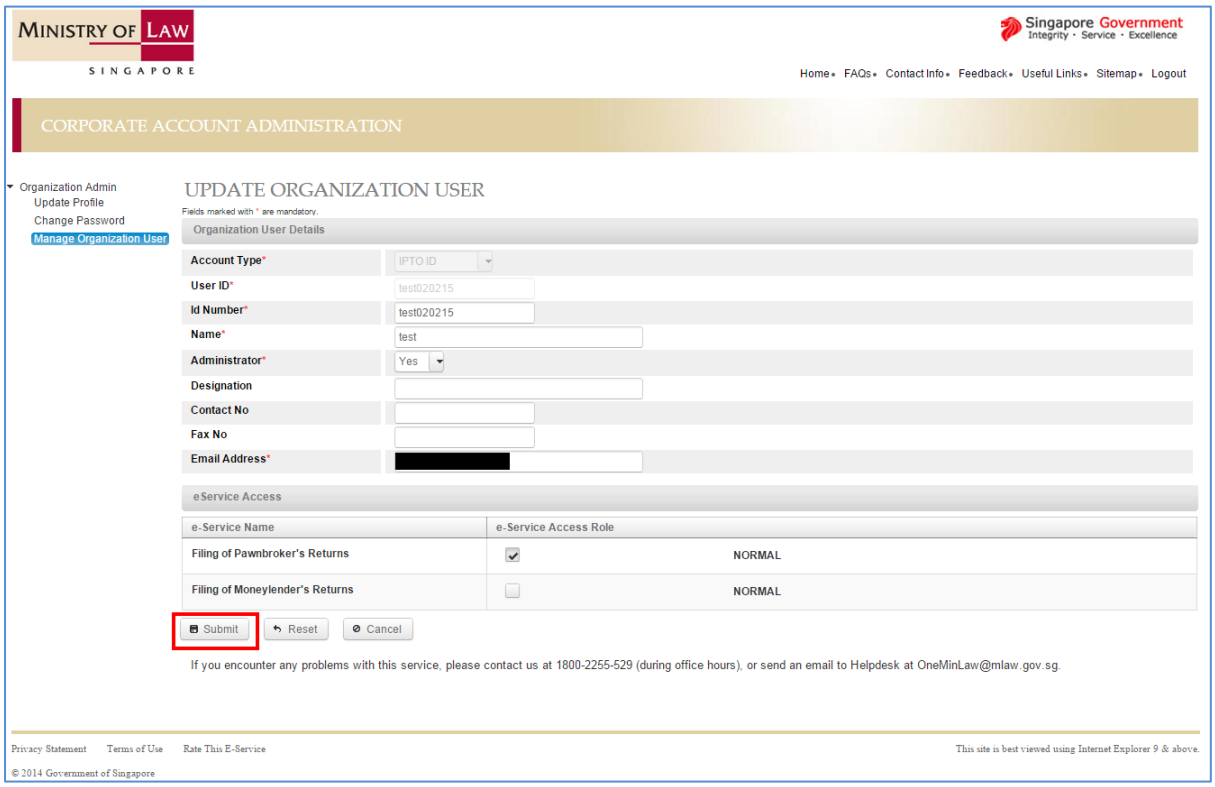
Step 2: Update the user's information as desired and click the "Submit" button to proceed (refer to Figure 2)

*Note: Fields marked with * are mandatory.*

Figure 2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Organization Admin
Update Profile
Change Password
Manage Organization User
UPDATE ORGANIZATION USER
Fields marked with * are mandatory.
Organization User Details
Account Type* IPTO ID
User ID* test020215
Id Number* test020215
Name* test
Administrator* Yes
Designation
Contact No
Fax No
Email Address*
eService Access
e-Service Name e-Service Access Role
Filing of Pawnbroker's Returns NORMAL
Filing of Moneylender's Returns NORMAL
Submit Reset Cancel
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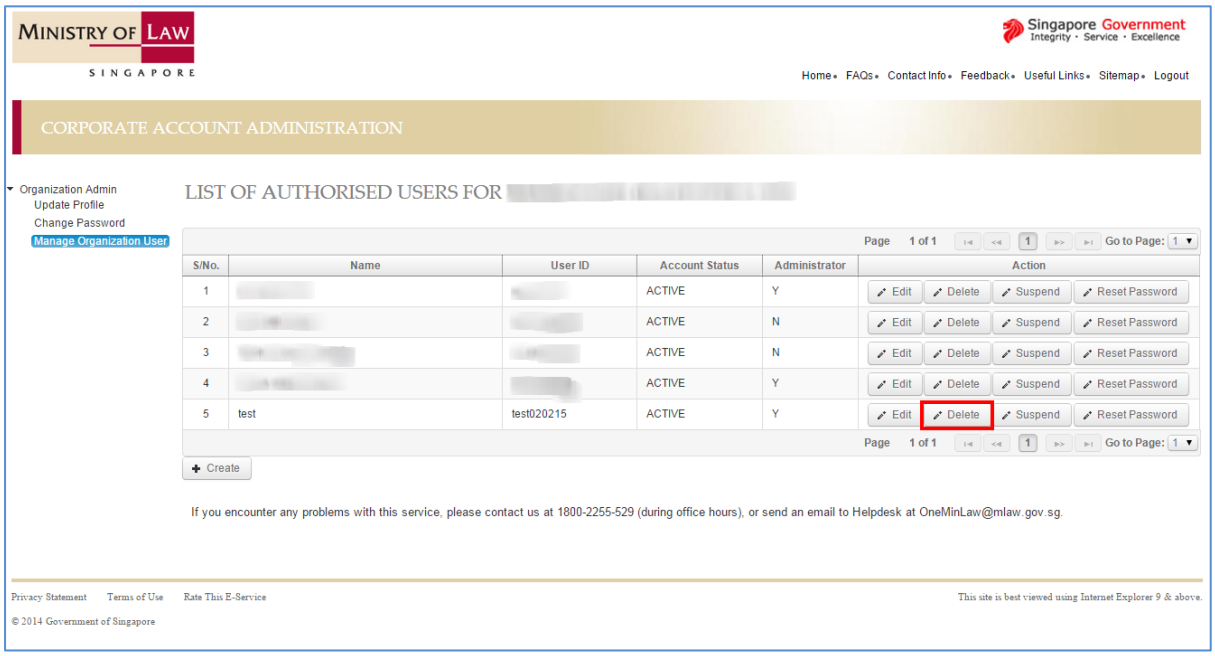
1.1.3 Delete User Account

Step 1: Click the "Delete" button as highlighted in the image below.

Figure 1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Organization Admin
Update Profile
Change Password
Manage Organization User
LIST OF AUTHORISED USERS FOR
Page 1 of 1 Go to Page: 1
S/No. Name User ID Account Status Administrator Action
1 ACTIVE Y Edit Delete Suspend Reset Password
2 ACTIVE N Edit Delete Suspend Reset Password
3 ACTIVE N Edit Delete Suspend Reset Password
4 ACTIVE Y Edit Delete Suspend Reset Password
5 test test020215 ACTIVE Y Edit Delete Suspend Reset Password
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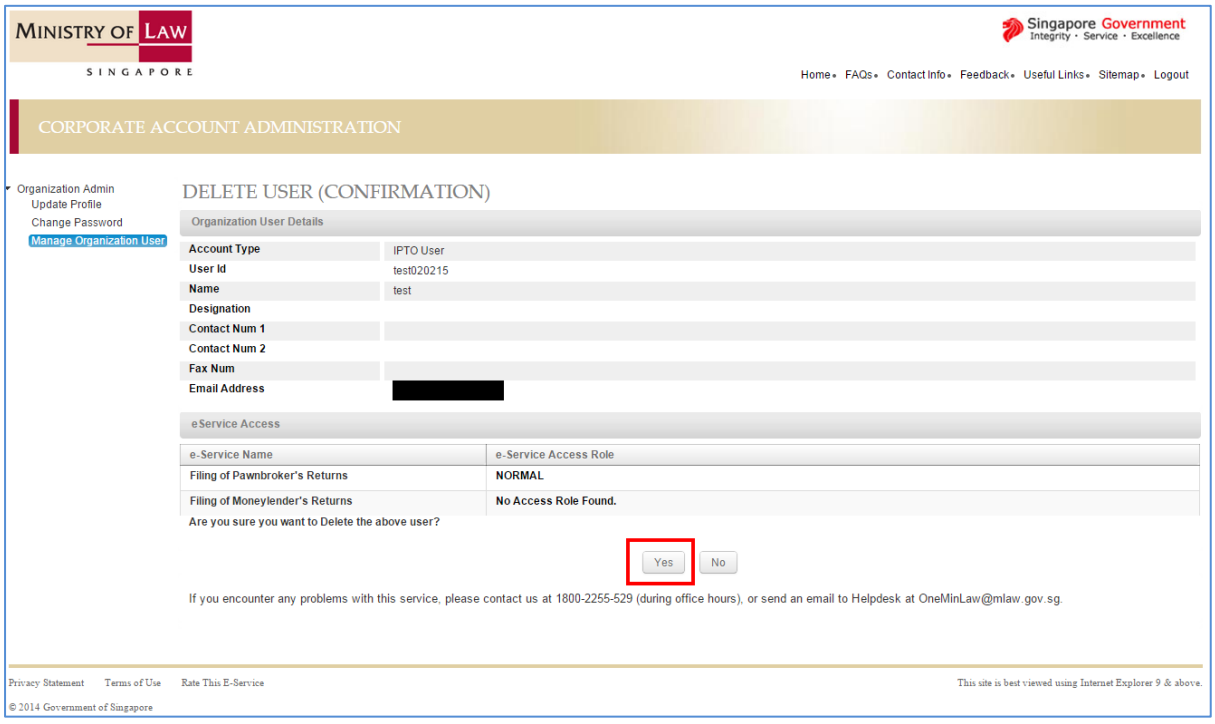
Step 2: To confirm the deletion, click the "Yes" button highlighted in the figure below

Figure 2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Organization Admin
Update Profile
Change Password
Manage Organization User
DELETE USER (CONFIRMATION)
Organization User Details
Account Type IPTO User
User Id test020215
Name test
Designation
Contact Num 1
Contact Num 2
Fax Num
Email Address
eService Access
e-Service Name e-Service Access Role
Filing of Pawnbroker's Returns NORMAL
Filing of Moneylender's Returns No Access Role Found.
Are you sure you want to Delete the above user?
Yes No
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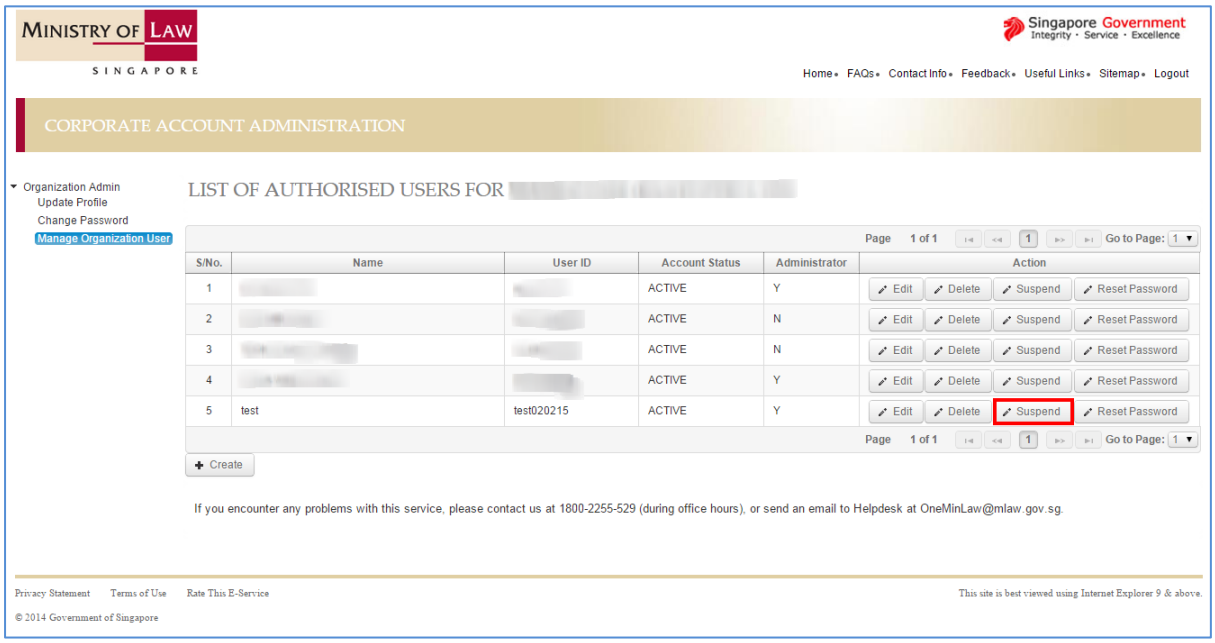
1.1.4 Suspend User Account

Step 1: Click the "Suspend" button for user with "ACTIVE" status as highlighted in the image below.

Figure 1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S/No. Name User ID Account Status Administrator Action
1 ACTIVE Y Edit Delete Suspend Reset Password
2 ACTIVE N Edit Delete Suspend Reset Password
3 ACTIVE N Edit Delete Suspend Reset Password
4 ACTIVE Y Edit Delete Suspend Reset Password
5 test test020215 ACTIVE Y Edit Delete Suspend Reset Password
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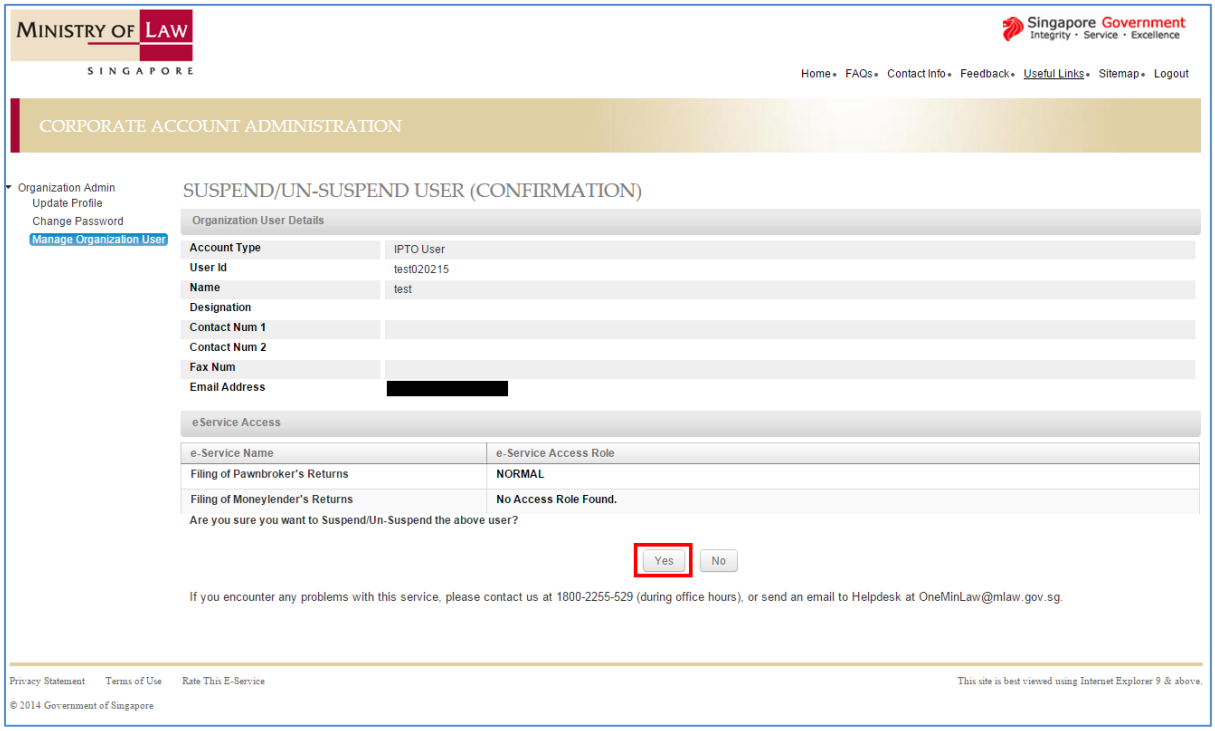
Step 2: To confirm the suspension, click the "Yes" button as highlighted in the figure below

Figure 2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Organization Admin
Update Profile
Change Password
Manage Organization User
SUSPEND/UN-SUSPEND USER (CONFIRMATION)
Organization User Details
Account Type IPTO User
User Id test020215
Name test
Designation
Contact Num 1
Contact Num 2
Fax Num
Email Address
eService Access
e-Service Name e-Service Access Role
Filing of Pawnbroker's Returns NORMAL
Filing of Moneylender's Returns No Access Role Found.
Are you sure you want to Suspend/Un-Suspend the above user?
Yes No
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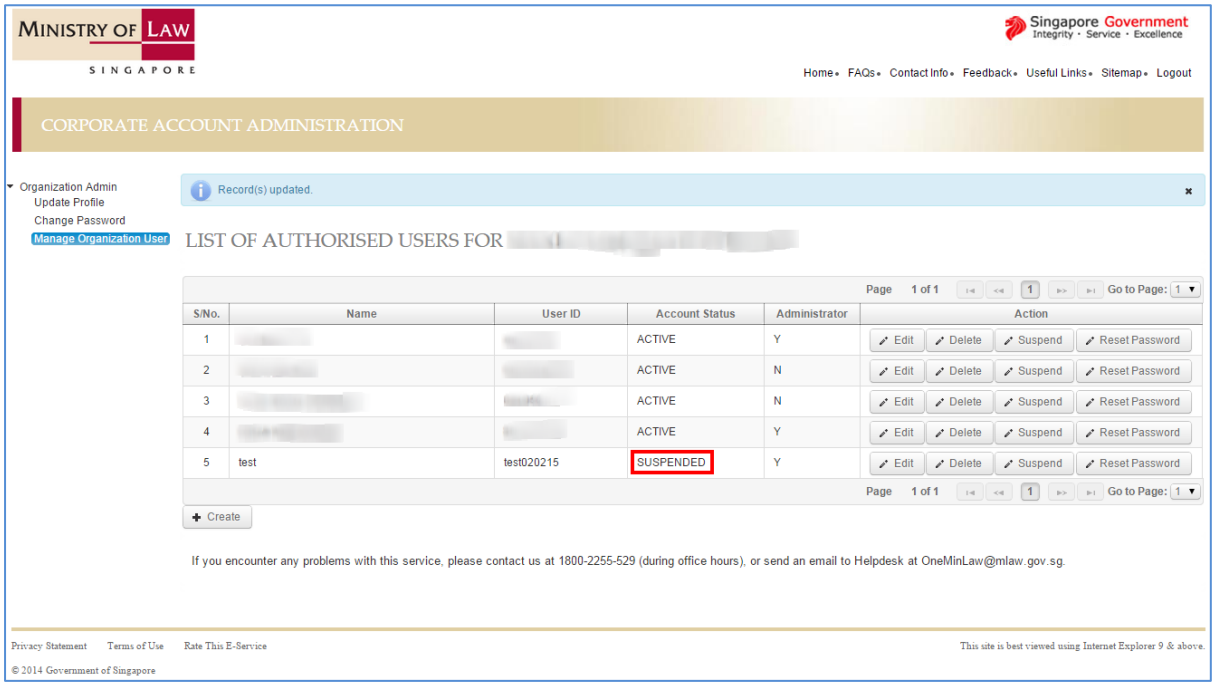
Step 3: The selected User Account's status will be updated to "SUSPENDED" (refer to Figure 3)

Figure 3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S/No. Name User ID Account Status Administrator Action
1 ACTIVE Y Edit Delete Suspend Reset Password
2 ACTIVE N Edit Delete Suspend Reset Password
3 ACTIVE N Edit Delete Suspend Reset Password
4 ACTIVE Y Edit Delete Suspend Reset Password
5 test test020215 SUSPENDED Y Edit Delete Suspend Reset Password
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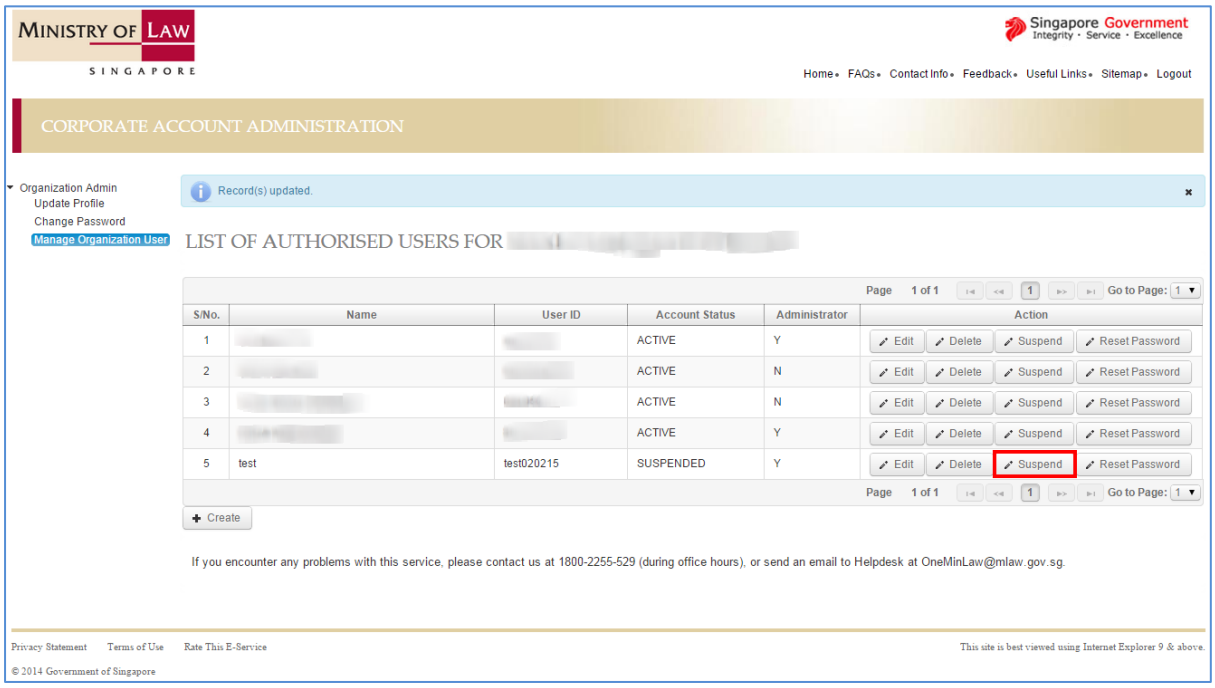
1.1.5 Un-suspend User Account

Step 1: Click the "Suspend" button for user with "SUSPENDED" status as highlighted in the image below.

Figure 1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LIST OF AUTHORISED USERS FOR
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S/No. Name User ID Account Status Administrator Action
1 ACTIVE Y Edit Delete Suspend Reset Password
2 ACTIVE N Edit Delete Suspend Reset Password
3 ACTIVE N Edit Delete Suspend Reset Password
4 ACTIVE Y Edit Delete Suspend Reset Password
5 test test020215 SUSPENDED Y Edit Delete Suspend Reset Password
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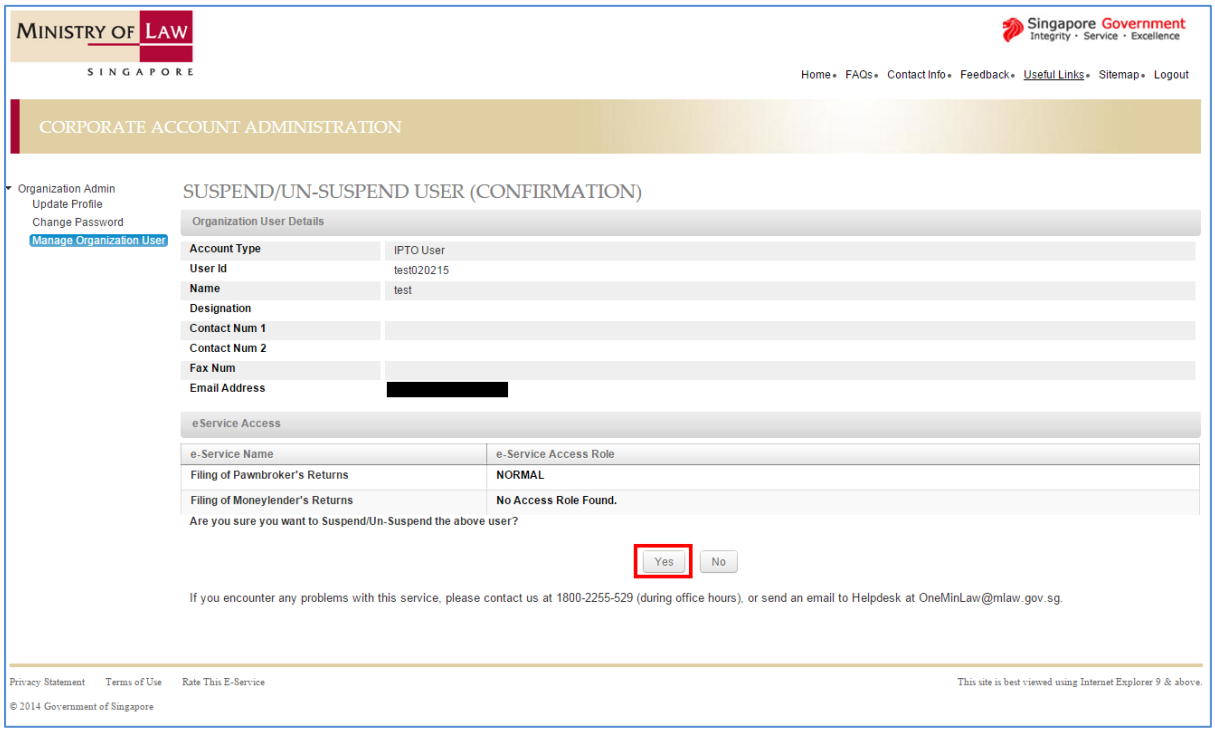
Step 2: To remove the suspension, click the "Yes" button as highlighted in the figure below

Figure 2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Organization Admin
Update Profile
Change Password
Manage Organization User
SUSPEND/UN-SUSPEND USER (CONFIRMATION)
Organization User Details
Account Type IPTO User
User Id test020215
Name test
Designation
Contact Num 1
Contact Num 2
Fax Num
Email Address
eService Access
e-Service Name e-Service Access Role
Filing of Pawnbroker's Returns NORMAL
Filing of Moneylender's Returns No Access Role Found.
Are you sure you want to Suspend/Un-Suspend the above user?
Yes No
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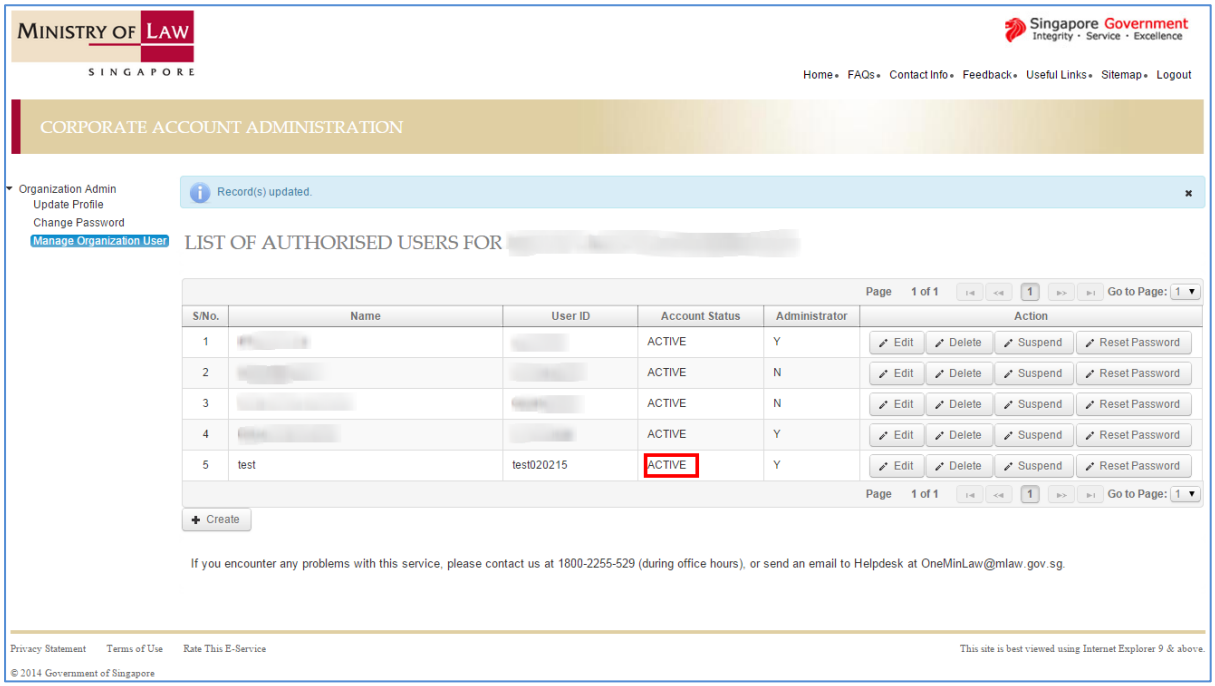
Step 3: The suspended User Account's status will be updated to "Active" (refer to Figure 3)

Figure 3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Manage Organization User
Record(s) updated.
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S/No. Name User ID Account Status Administrator Action
1 ACTIVE Y Edit Delete Suspend Reset Password
2 ACTIVE N Edit Delete Suspend Reset Password
3 ACTIVE N Edit Delete Suspend Reset Password
4 ACTIVE Y Edit Delete Suspend Reset Password
5 test test020215 ACTIVE Y Edit Delete Suspend Reset Password
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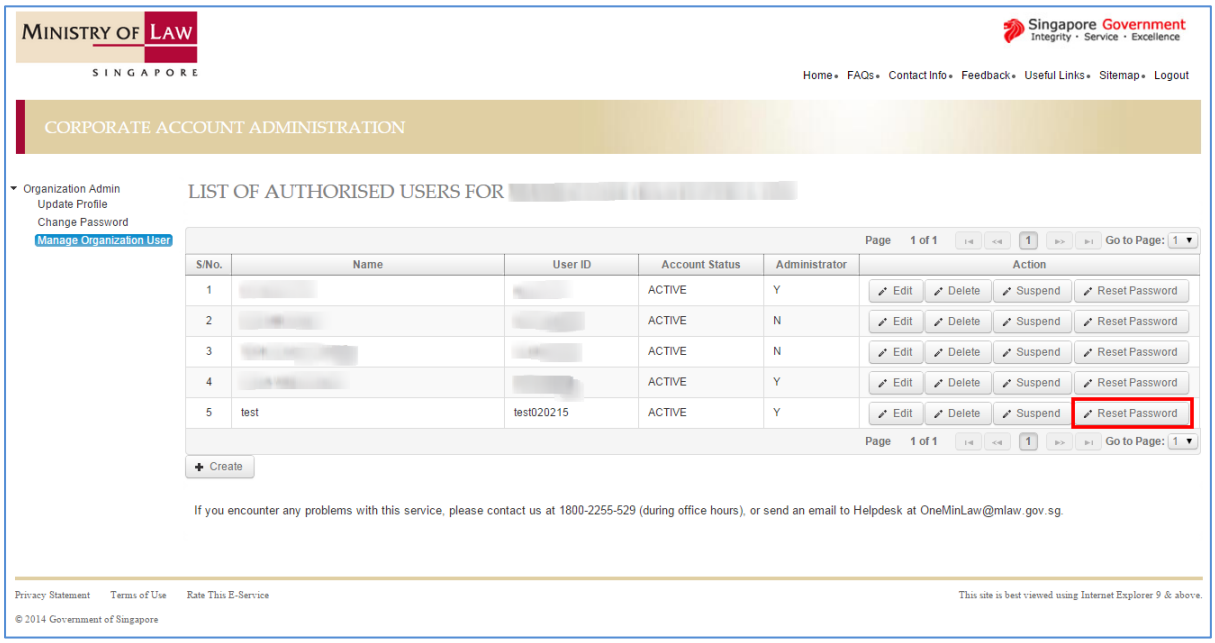
1.1.6 Reset User Account Password

Step 1: Click the "Reset Password" button as highlighted in the figure below.

Figure 1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Update Profile
Change Password
Manage Organization User
LIST OF AUTHORISED USERS FOR
Page 1 of 1 Go to Page: 1
S/No. Name User ID Account Status Administrator Action
1 ACTIVE Y Edit Delete Suspend Reset Password
2 ACTIVE N Edit Delete Suspend Reset Password
3 ACTIVE N Edit Delete Suspend Reset Password
4 ACTIVE Y Edit Delete Suspend Reset Password
5 test test020215 ACTIVE Y Edit Delete Suspend Reset Password
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Create
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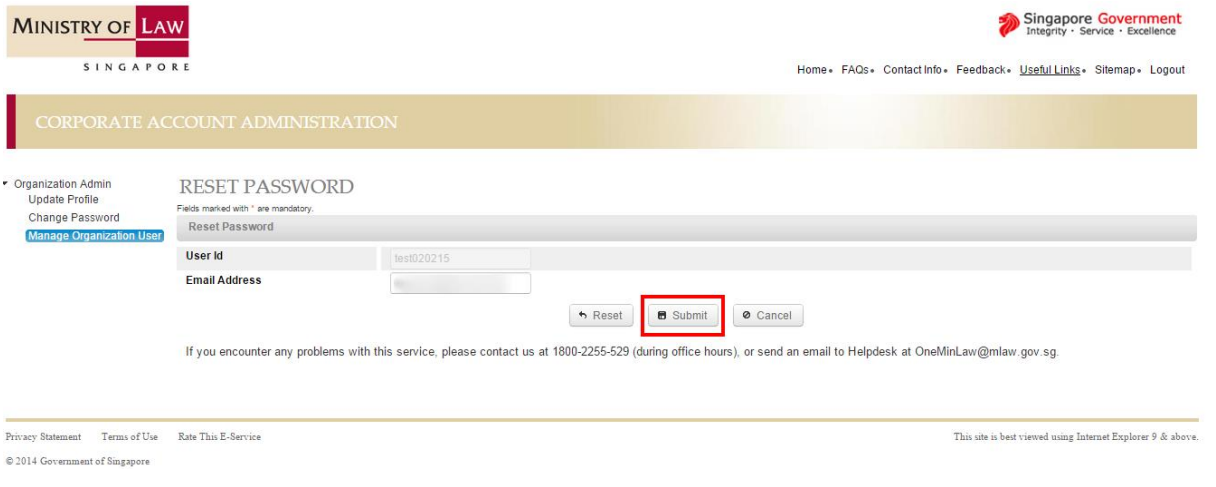
Step 2: Update the email address (if email address no longer valid) and click the "Submit" button to proceed.

Note 1: The System will send the new password to the email address specified in the "Email Address" text box. Please ensure the email address is a valid email. Refer to Figure 3 for the email content.

Note2: The user will be required to change password upon first login.

Figure 2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CORPORATE ACCOUNT ADMINISTRATION
Organization Admin
Update Profile
Change Password
Manage Organization User
RESET PASSWORD
Fields marked with * are mandatory.
Reset Password
User Id test020215
Email Address
Reset Submit Cancel
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Figure 3

Dear test,

Application for resetting password

Your password has been reset. You can now access our eServices with your user ID and new PASSWORD stated below.

User ID: test020215
Password (Password is case sensitive): [redacted]

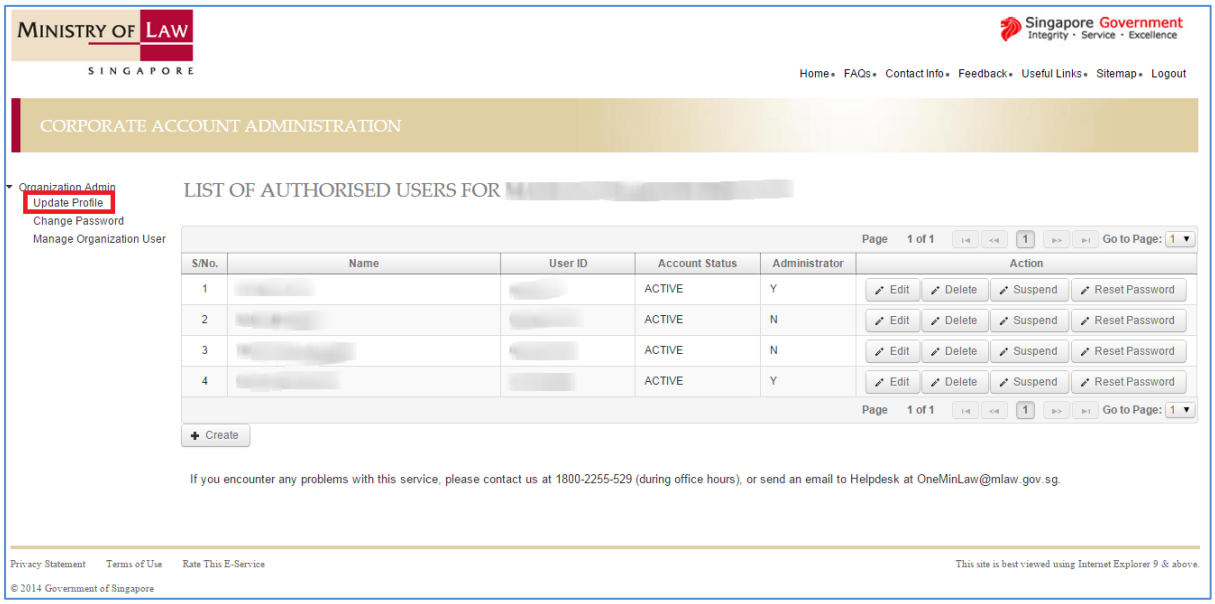
Should you encounter any problems using our eServices please contact us at 1800-2255-520 (during office hours), or send an email to Helpdesk at OneMinLaw@mlaw.gov.sg.

Your Sincerely,
E-Service Center

1.2 Update Profile

Step 1: To update your personal profile, click the "Update Profile" link as highlighted in the image below

Figure 1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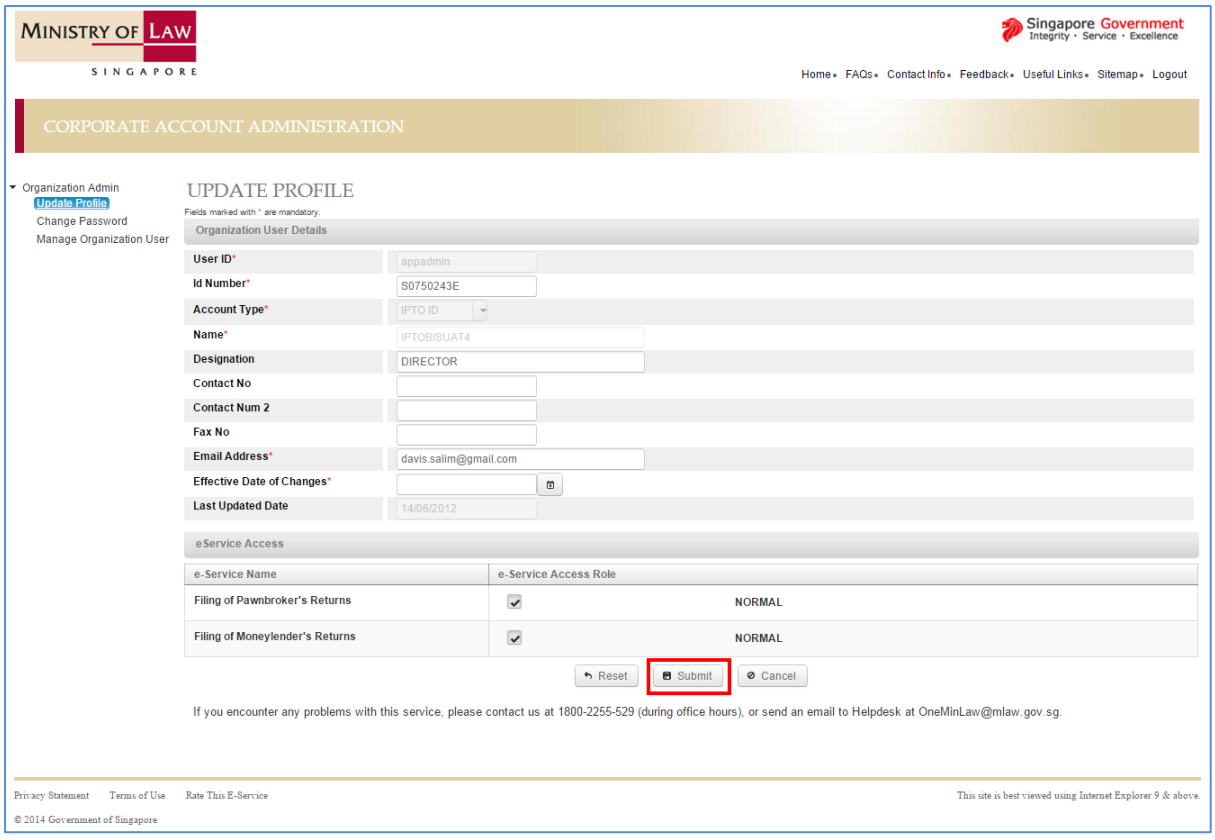
Step 2: Update the information as desired and click the "Submit" button to proceed (refer to Figure 2)

*Note: Fields marked with * are mandatory.*

Figure 2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Organization Admin
Update Profile
Change Password
Manage Organization User
UPDATE PROFILE
Fields marked with * are mandatory.
Organization User Details
User ID* appadmin
Id Number* S0750243E
Account Type* IPTO ID
Name* IPTOBISUAT4
Designation DIRECTOR
Contact No
Contact Num 2
Fax No
Email Address* davis.salim@gmail.com
Effective Date of Changes*
Last Updated Date 14/06/2012
eService Access
e-Service Name e-Service Access Role
Filing of Pawnbroker's Returns NORMAL
Filing of Moneylender's Returns NORMAL
Reset Submit Cancel
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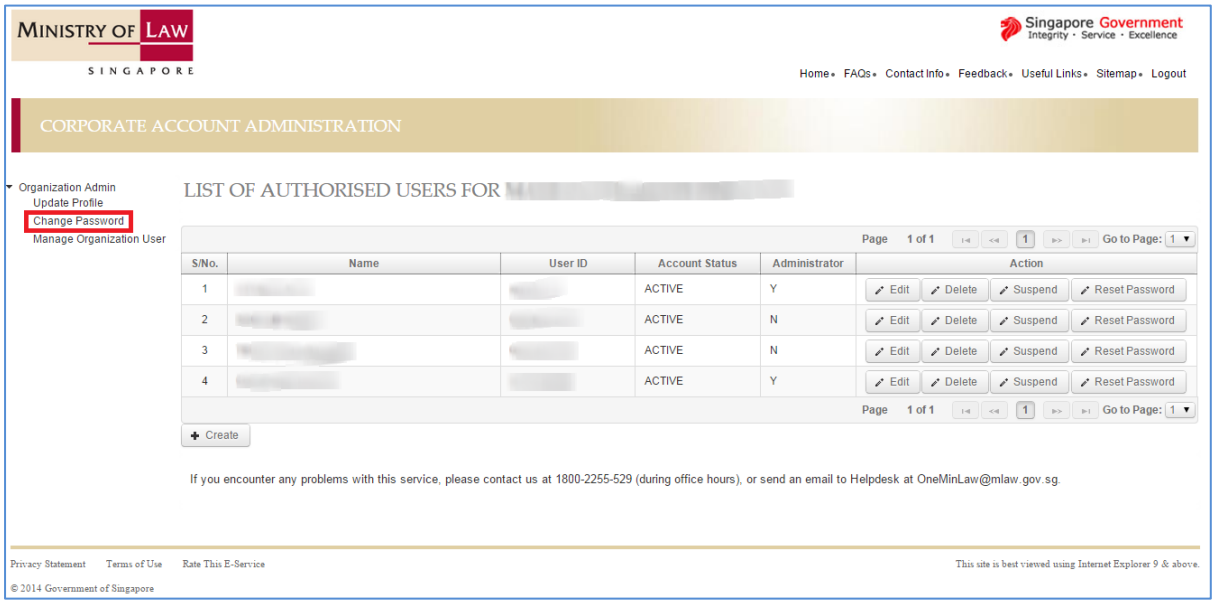
1.3 Change Password

Step 1: To change your account password, click the "Change Password" link as highlighted in the image below

Figure 1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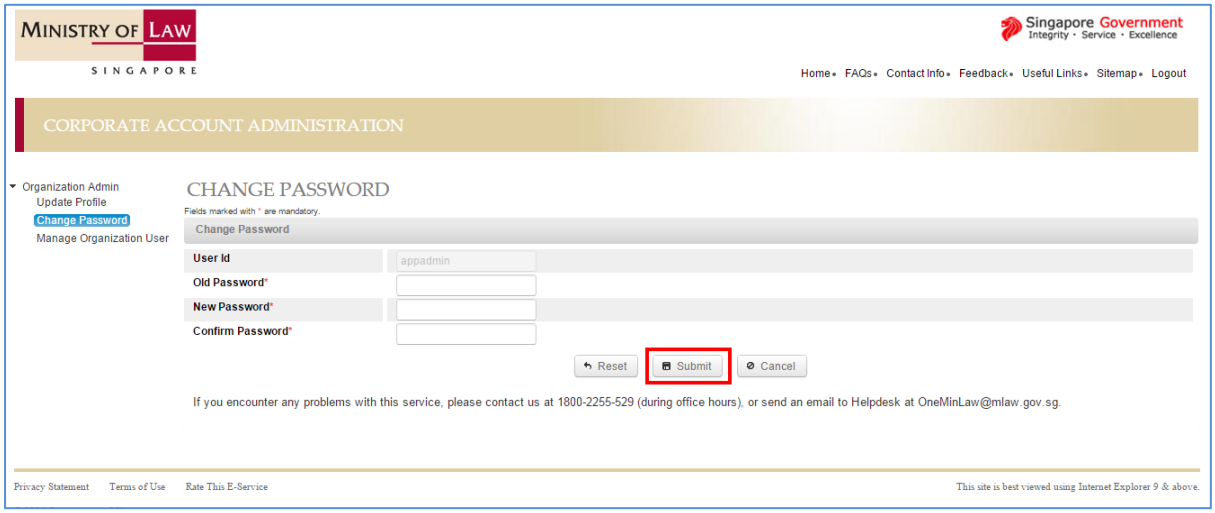
Step 2: Enter the requested details and click "Submit" button to proceed

*Note: Fields marked with * are mandatory.*

Figure 2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CHANGE PASSWORD
Fields marked with * are mandatory.
Change Password
User Id appadmin
Old Password*
New Password*
Confirm Password*
Reset Submit Cancel
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2 Annex A: FAQs/Troubleshooting

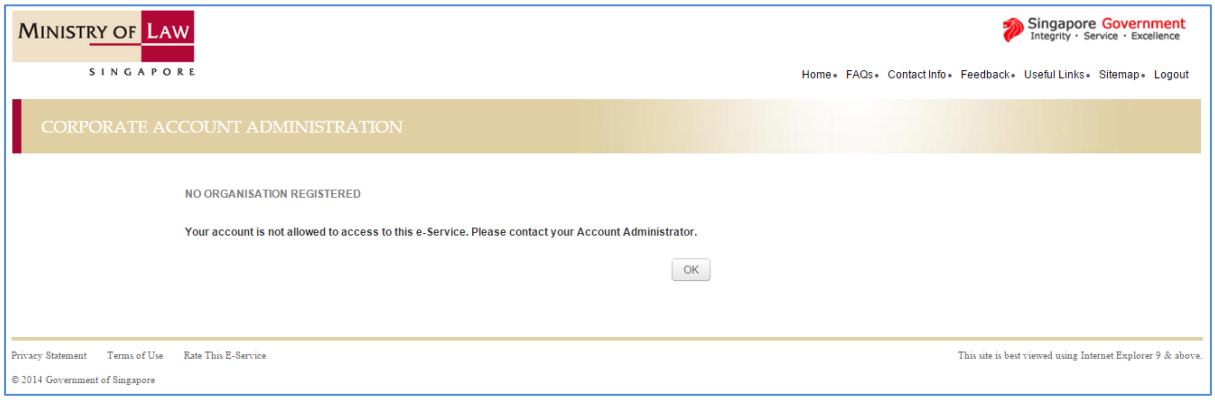
2.1 Can't access the Corporate Account Administration eService after I logged in

To access the eService, the user account must meet the following criteria:

- *Registered to an organization*
- *Assigned with administrator privileges*
- *Account's status must be "ACTIVE"*

If the above criteria are not met, the error message below will be displayed

Figure 1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NO ORGANISATION REGISTERED
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